

# Mass Workforce Issuance

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**Workforce Issuance No. 07-28**

☐ Policy ☒ Information

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**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Associate Directors  
DCS Field Managers

**cc:** WIA State Partners

**From:** Susan V. Lawler, Director  
Division of Career Services

**Date:** May 8, 2007

**Subject:** New Spanish Career Center Seminar Video

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**Purpose:** To inform local Workforce Investment Boards, One-Stop Career Center Operators and other workforce investment partners about the new Spanish version of the Career Center Seminar (CCS) video. Claimants with limited English proficiency whose native language is Spanish will meet their mandated attendance requirement by viewing this presentation.

This Spanish version builds on the three earlier CCS videos and a soon-to-be ready Portuguese version to help meet the needs of disabled and limited English proficiency claimants.

**Background:** The diversity of our customers requires us to be creative in the way we deliver services. By leveraging video technology and the availability of PC resources at our Career Centers, these CCS videos allow more claimants to get an informative overview of Career Center services that help them find a job quickly.

Claimants can watch the video at a convenient Career Center location and get the benefit of a “live presentation”. If necessary, the claimant can replay portions of or the entire video.

**Distribution:** The Spanish CCS video will be mailed to all Career Centers shortly, followed by the Portuguese version a few weeks later.

**Note:** The CD-Rom will play the Career Center Seminar through installed media player software on the computer. For optimal viewing, please copy the video Seminar from the CD-Rom onto a desktop and play the videotaped Seminar from the desktop.

**Action**

**Required:** Please view the Spanish CCS video with your staff. Once the staff is familiar with the Spanish version, the video may be used to enhance services for the Spanish speaking customers. And remember, the CCS videos were developed to augment live presentations and not to replace live presentations. It is recommended that all staff view the CCS videos for familiarity with the different versions.

**Important:** In order for the Career Center Seminar video to be used effectively, a staff person must be available to guide the claimant through the Career Center Seminar video, including filling out the Job Search questionnaire. Additionally, the staff person must provide the claimant with a Career Center Seminar package and answer any questions arising from the seminar.

**Effective:** Immediately

**Inquiries:** If you have any questions, need additional CDs or want to provide feedback about the CCS videos, please contact Marisa de la Paz at [mdelapaz@detma.org](mailto:mdelapaz@detma.org). To learn more about earlier CCS videos, refer to MassWorkforce Issuance No. 06-48, Introducing the Career Center Seminar Video (8/2/06).